In this VA PACT Act Performance Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders—internal to VA and externally—key performance metrics and data we are using to assess our success in implementing the PACT Act.

If you, a Veteran, family member, or survivor would like more information about the PACT Act and your VA benefits, please start here:

- APPLY FOR PACT ACT: VA.gov/PACT
- VA.GOV: ask.VA.gov
- CALL: 1-800-MyVA411
- WALK-IN: VA.gov/find-locations/
- VETERANS SERVICE ORGANIZATION: VA.gov/disability/get-help-filing-claim

Help spread the word—download PACT Act Outreach Materials!

Highlight

VA announced all Veterans who were exposed to toxins and other hazards while serving in the military—at home or abroad—will be eligible to enroll directly in VA health care beginning March 5, 2024. This means all Veterans who served in the Vietnam War, Gulf War, Iraq, Afghanistan, Global War on Terror, or any other combat zone after 9/11 will be eligible to enroll directly in VA health care without first applying for VA benefits. Additionally, Veterans who never deployed but were exposed to toxins or hazards while training or on active duty in the United States will also be eligible to enroll.

Learn more about VA health care expansion.

Making a Difference Through the PACT Act

Randall Doerr, a retired Marine Corps gunnery sergeant (GYSGT), served with distinction through combat tours in Afghanistan and Iraq. During these deployments, GYSGT Doerr was exposed to burn pits and fine particulate matter. On February 6, 2019, he submitted a claim for his newly diagnosed Non-Hodgkin’s lymphoma (NHL), attributing the condition to environmental hazard exposure in the Southwest Asia theater. Although initially denied, the signing of the PACT Act on August 10, 2022, would prove significant for GYST Doerr. VA received his supplemental claim for NHL on February 23, 2023, with a VA examiner opining that the diagnosed NHL is at least as likely as not due to Southwest Asia exposures. A subsequent rating decision assigned a 100 percent evaluation and generated a retroactive award of $11,409.

We encourage all Veterans and survivors to learn more about their PACT Act benefits.

VA IS EXPANDING CARE AND BENEFITS FOR VETERANS AND SURVIVORS

The PACT Act is perhaps the largest health care and benefits expansion in VA history. In this section, we are measuring the overall impact of the PACT Act in terms of its expansion of health care and benefits.

Expanding Benefits

- **795,238** Total PACT Act Claims Approved
  - (08/10/2022–02/24/2024)

- **1,057,908** Cumulative Total PACT Related Claims Completed
  - (08/10/2022–02/24/2024)

- **161.9** Average Days for PACT Act Related Claim Completion
  - (02/24/2024)

Expanding Care

- **264,548** New Enrollees in the PACT Act Planning Population
  - (08/10/2022–02/25/2024)

- **305,024** Total New VHA Enrollees
  - (02/26/2022–02/25/2023)

- **394,160** Total New VHA Enrollees
  - (02/26/203–02/25/2024)

- **394,160 +89,136**

- **91.6%** VA Health Care 90-Day Trust Score
  - (11/27/2023–02/26/2024)

For more information on PACT Act events and other events, please visit [https://www.va.gov/outreach-and-events/events/](https://www.va.gov/outreach-and-events/events/).
VA is committed to providing world class and timely health care, benefits and services to Veterans and Survivors. In this section, we measure VA’s success in delivering outstanding and timely support and in earning the Veteran’s and Survivor’s trust.

### Care Experience

- **5,255,528** Total Toxic Exposure Screenings (09/06/2022–02/25/2024)
- **2,299,473 (43.75%)** Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- **461,570 (8.78%)** Toxic Exposure Screenings where Veterans Endorsed exactly 1 Potential Exposure
- **1,837,903 (34.97%)** Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure

- **264,548** New Enrollees in the PACT Act Planning Population (08/10/2022–02/25/2024)
- **40,640** New Enrollees in Priority Groups 1, 2, or 3 (percentage based on the Planning Population)

- **1,145,282** Total New Enrollees under a PACT Act Enrollment Authority since 08/10/2022
- **720,945** Total Veterans/Survivors with Approved PACT Act Related Claims (08/10/2022–02/24/2024)
- **712,340** Total Veterans with Approved PACT Act Related Claims
- **8,628** Total Survivors with Approved PACT Act Related Claims

### Benefits Experience

#### Claims Submitted and Completed—PACT Act-Related

<table>
<thead>
<tr>
<th>Week</th>
<th>PACT Related-Submitted</th>
<th>PACT Related-Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/09/2023</td>
<td>17,650</td>
<td>23,272</td>
</tr>
<tr>
<td>12/16/2023</td>
<td>18,031</td>
<td>25,200</td>
</tr>
<tr>
<td>12/23/2023</td>
<td>15,848</td>
<td>24,325</td>
</tr>
<tr>
<td>12/30/2023</td>
<td>10,738</td>
<td>24,862</td>
</tr>
<tr>
<td>01/06/2024</td>
<td>14,312</td>
<td>19,994</td>
</tr>
<tr>
<td>01/13/2024</td>
<td>17,404</td>
<td>24,930</td>
</tr>
<tr>
<td>01/20/2024</td>
<td>17,511</td>
<td>24,227</td>
</tr>
<tr>
<td>01/27/2024</td>
<td>19,791</td>
<td>23,875</td>
</tr>
<tr>
<td>02/03/2024</td>
<td>16,999</td>
<td>22,383</td>
</tr>
<tr>
<td>02/10/2024</td>
<td>15,551</td>
<td>19,668</td>
</tr>
<tr>
<td>02/17/2024</td>
<td>127.4</td>
<td></td>
</tr>
<tr>
<td>02/24/2024</td>
<td>62.1%</td>
<td></td>
</tr>
</tbody>
</table>

- **161.9** Average Days For PACT Act Related Claim Completion (02/24/2024)
- **39.4%** PACT Act Related Rating Claims Completed <=125 Days (02/24/2024)

#### Claims Submitted and Completed—Non-PACT Act Related

<table>
<thead>
<tr>
<th>Week</th>
<th>Non-PACT Related-Submitted</th>
<th>Non-PACT Related-Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/09/2023</td>
<td>22,237</td>
<td>24,788</td>
</tr>
<tr>
<td>12/16/2023</td>
<td>22,951</td>
<td>24,206</td>
</tr>
<tr>
<td>12/23/2023</td>
<td>22,477</td>
<td>24,463</td>
</tr>
<tr>
<td>12/30/2023</td>
<td>15,093</td>
<td>16,413</td>
</tr>
<tr>
<td>01/06/2024</td>
<td>24,961</td>
<td>19,709</td>
</tr>
<tr>
<td>01/13/2024</td>
<td>23,325</td>
<td>28,101</td>
</tr>
<tr>
<td>01/20/2024</td>
<td>20,641</td>
<td>23,680</td>
</tr>
<tr>
<td>01/27/2024</td>
<td>24,434</td>
<td>30,011</td>
</tr>
<tr>
<td>02/03/2024</td>
<td>33,210</td>
<td>29,533</td>
</tr>
<tr>
<td>02/10/2024</td>
<td>27,966</td>
<td>31,520</td>
</tr>
<tr>
<td>02/17/2024</td>
<td>26,558</td>
<td>27,993</td>
</tr>
<tr>
<td>02/24/2024</td>
<td>24,814</td>
<td>23,949</td>
</tr>
</tbody>
</table>

- **2,158,666** Cumulative Total Non-PACT Related Claims Submitted (08/10/2022–02/24/2024)
- **2,146,913** Cumulative Total Non-PACT Related Claims Completed (08/10/2022–02/24/2024)
- **127.4** Average Days For Non-PACT Related Claim Completion (02/24/2024)
- **62.1%** Non-PACT Act Related Rating Claims Completed <=125 Days (02/24/2024)
PACT Act Claims Submission Methods

- **29.2%** PACT Act Claims Electronically Submitted (08/10/2022–02/24/2024)
- **91.8%** Electronic Claims Submitted by Veterans
- **8.2%** Electronic Claims Submitted by Power of Attorney
- **70.8%** PACT Act Claims Submitted by Mail (08/10/2022–02/24/2024)
- **85.3%** Mailed Claims Submitted with a Power of Attorney on File with VA

Pending Claims—PACT Related and Non-PACT Related

<table>
<thead>
<tr>
<th>Weeks</th>
<th>Inventory Pending-PACT Related</th>
<th>Inventory Pending-Non-PACT Related</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/09 2023</td>
<td>510,359</td>
<td>561,032</td>
</tr>
<tr>
<td>12/16 2023</td>
<td>503,190</td>
<td>559,777</td>
</tr>
<tr>
<td>12/23 2023</td>
<td>494,713</td>
<td>557,791</td>
</tr>
<tr>
<td>12/30 2023</td>
<td>489,834</td>
<td>556,471</td>
</tr>
<tr>
<td>01/06 2024</td>
<td>487,942</td>
<td>561,723</td>
</tr>
<tr>
<td>01/13 2024</td>
<td>479,584</td>
<td>556,947</td>
</tr>
<tr>
<td>01/20 2024</td>
<td>473,902</td>
<td>553,908</td>
</tr>
<tr>
<td>01/27 2024</td>
<td>466,483</td>
<td>548,331</td>
</tr>
<tr>
<td>02/03 2024</td>
<td>461,927</td>
<td>551,988</td>
</tr>
<tr>
<td>02/10 2024</td>
<td>455,843</td>
<td>548,434</td>
</tr>
<tr>
<td>02/17 2024</td>
<td>450,539</td>
<td>546,999</td>
</tr>
<tr>
<td>02/24 2024</td>
<td>446,422</td>
<td>547,864</td>
</tr>
</tbody>
</table>

**Total Pending PACT Act Related Claims (as of 02/24/2024)**: 90,926

**Total Pending Non-PACT Act Related Claims with Partial Decisions (as of 02/24/2024)**: 42,341

**Total Pending PACT Act Related Claims (as of 02/24/2024)**: 446,422

**Total Pending Non-PACT Act Related Claims (as of 02/24/2024)**: 547,864

**Average Days Pending for PACT Act Related Claims (02/24/2024)**: 143.6

**Average Days Pending for Non-PACT Act Related Claims (02/24/2024)**: 105.6

**Average Days Pending for PACT Act Related Claims pending <=125 days (02/24/2024)**: 230,817

**Average Days Pending for Non-PACT Act Related Claims pending <=125 days (02/24/2024)**: 386,145

Top 5 Most Frequent Conditions on PACT Act Related Claims (As of 02/24/2024)

<table>
<thead>
<tr>
<th>Condition</th>
<th>Number of Claims</th>
<th>Number of Issues</th>
<th>Percent Granted</th>
<th>Percent Denied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypertensive Vascular Disease</td>
<td>280,462</td>
<td>284,698</td>
<td>73%</td>
<td>27%</td>
</tr>
<tr>
<td>Allergic Rhinitis</td>
<td>186,965</td>
<td>189,789</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Maxillary Sinusitis</td>
<td>91,642</td>
<td>92,357</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Bronchial Asthma</td>
<td>86,628</td>
<td>88,182</td>
<td>48%</td>
<td>52%</td>
</tr>
<tr>
<td>Chronic Bronchitis</td>
<td>49,261</td>
<td>50,533</td>
<td>23%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Most Frequent Denial Reasons (as of 02/24/2024)

1. No Diagnosis
2. Not Incurred or Not Caused by Service
3. Not Established by Presumption
Web and Phone Experience

VA.gov/PACT Pageviews & 1-800-MyVA411 Calls that Access the PACT Act Main Menu (Press 8)

The PACT Act webpage has received to date:

- **22,696,393** Total Page Views (08/10/2022–02/25/2024)
- **940,267** Total Clicks on Call to Action to File a Disability Claim Online (08/10/2022–02/25/2024)
- **195,479** Total Clicks on Call to Action to Enroll in Health Care (08/10/2022–02/25/2024)

VA Call Centers

- **1,160,866** Total MyVA411 that Access the PACT Act Main Menu (Press 8) (10/20/2022–02/25/2024)
- **264,583** Calls that Access Option 1 to Learn More about PACT Act and Health Care (10/20/2022–02/25/2024)
- **217,751** Calls that Access Option 2 to Learn More about PACT ACT Benefits (10/20/2022–02/25/2024)
- **301,121** Calls that Access Option 3 to Learn More about the PACT Act Overall (10/20/2022–02/25/2024)

GEOGRAPHICAL ANALYSIS

Starting with Issue 20 (November 10, 2023), State-by-State data and Congressional District data will be available in the Excel spreadsheet at [https://department.va.gov/pactdata/](https://department.va.gov/pactdata/) (this link has been updated from previous issues). This data will be updated on a monthly basis.
**Page One**

**Metric/Term**
- Cumulative Total: PACT Act Related Claims Submitted
- VHA Trust
- Approval Rate for PACT Act Related Claims since 08/10/22 (percentage)
- Average Days for PACT Act Claims Completion
- PACT Act Related Rating Claims Completed (<= 125 days)
- PACT Act Claims Approved
- PACT Act Planning Population
- New Enrollees in the PACT Act Planning Population
- Total New VHA Enrollees
- Increase in New Enrollees in VHA
- Upcoming Outreach Calendar

**Definition**
- This statistic identifies the total number of VBA benefits claims with at least one PACT Act related condition received since August 10, 2022. This trust score reflects the percentage of Veterans who respond to the survey question, “I trust the VHA [Facility Name] for my health care needs” with a score of 4 or 5.
- Percentage of PACT Act disability claims where at least one condition was granted (regardless of whether or not the condition was filed under PACT).
- This metric indicates the length of time it takes VBA to process a PACT Act related benefits claim. This is measured from the date VA receives a claim to the date VA finished processing the claim and closed it out <= 1 day, to eliminate the possibility of claims being completed in 0 days (i.e., claim completed on the day it was received).
- The Average Days to Complete (ADC) for PACT Act Related Claims is calculated based on the date VA received the claim, not the date VA began processing those claims. VA prioritized and completed some claims related to terminal illnesses, but VA did not begin processing most claims until January 1, 2023. As a result, the current value of ADC is inflated by any time between the date the claim was received and the January 1, 2023 implementation date for processing. The high ADC for PACT claims demonstrates VBA’s commitment to completing oldest pending claims first.
- This statistic identifies the number of VBA benefit claims with one or more PACT Act-related conditions that have been completed in 125 days or less.
- This metric identifies the number of completed PACT Act disability claims where at least one issue was granted.

**Page Two**

**Metric/Term**
- Total Toxic Exposure Screenings
- Toxic Exposure Screenings where Veterans Endorsed at least 1 Potential Exposure
- Toxic Exposure Screenings where Veterans Endorsed 1 Potential Exposure
- Toxic Exposure Screenings where Veterans Endorsed more than 1 Potential Exposure
- New Enrollees in Priority Groups 1, 2, or 3
- New Enrollees enrolled with a PACT Act Authority
- Weekly Total: PACT Act Related Claims Submitted
- Weekly Total: PACT Act Related Claims Completed
- Cumulative Total: PACT Act Related Claims Submitted
- Cumulative Total: PACT Act Related Claims Completed
- Weekly Total: Non-PACT Act Related Claims Submitted
- Weekly Total: Non-PACT Act Related Claims Completed
- Average Days for PACT Act Claims Completion
- PACT Act Related Rating Claims Pending (<= 125 days)
- PACT Act Related Rating Claims Completed (<= 125 days)
- Average Days Pending for Non-PACT Act Related Claims
- Non-PACT Act Related Claims Pending (<= 125 days)
- Non-PACT Act Related Claims Completed (<= 125 days)
- Cumulative Total of Non-PACT Related Claims Submitted
- Cumulative Total of Non-PACT Related Claims Completed
- Total Veterans/Survivors with Completed PACT Act Claims
- Total Veterans with Completed PACT Act Claims
- Total Survivors with Completed PACT Act Claims

**Definition**
- This statistic identifies the number of Veterans who have received a VHA Toxic Exposure Screening. Every Veteran enrolled in VA health care will receive an initial screening and a follow-up screening at least once every 5 years. Veterans who are not enrolled and who meet eligibility requirements will have an opportunity to enroll and receive the screening. The screening will ask Veterans if they think they were exposed to any of these hazards while serving: Open burn pits and other airborne hazards, Gulf War-related exposures, Agent Orange Radiation, Camp Lejeune contaminated water exposure and/or Other Exposures. This statistic identifies the number of Veterans who received the screening, the number of Veterans who identified at least one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified at least one instance of toxic exposure during the screening.
- This statistic identifies the number of VBA Toxic Exposure Screenings where a Veteran identified at least one exposure to toxic substances. It includes the number of Veterans who received the screening, the number of Veterans who identified at least one potential concern related to a toxic substance exposure, and the percentage of responses in which Veterans identified at least one instance of toxic exposure during the screening.
- Please note the difference from the metric above — the metric above includes Veterans who identified at least one exposure and also those who identified more than one exposure; this metric only includes Veterans who identify exactly one exposure.
- This statistic identifies the number of VBA Toxic Exposure Screenings where a Veteran identified exactly one exposure to toxic substances. Please note the difference from the metric above — the metric above includes Veterans who identify exactly one potential concern; this metric includes Veterans who identify more than one potential concern.

**EXPLANATION OF TERMS**

- *New Enrollees in Priority Groups 1, 2, or 3*: When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are signed up for health care. Priority Groups: When Veterans apply for VA health care, they are assigned to 1 of 8 priority groups that impact how soon they are signed up for health care benefits and how much they may have to pay (if anything) toward the cost of care. To learn more about the factors that impact assignment, please visit [https://www.va.gov/health-care/eligibility/priority-groups](https://www.va.gov/health-care/eligibility/priority-groups).

**Weekly Total: Non-PACT Act Related Claims Submitted**
- This metric measures the number of new enrollees who were specifically enrolled with an authority provided by the PACT Act (P.L. 117-168). This includes 1-year Special Eligibility, 10-Year Special Eligibility, Agent Orange Exposure, and Radiation Exposure. For more information on eligibility for enrollment, please visit [www.va.gov/pact](http://www.va.gov/pact). VA utilizes a number of authorities to enroll Veterans, both authorities granted in the PACT Act and pre-existing authorities. VA applies the authority that will result in the Veteran being placed into the highest priority group possible.
- This metric identifies the number of VBA benefit claims with at least one PACT Act-related claim issued received each week.
- This metric identifies the number of VBA benefit claims with at least one PACT Act-related condition completed each week.
- This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related condition received since August 10, 2022.
- This statistic identifies the total number of VBA benefit claims with at least one PACT Act-related condition completed since August 10, 2022.
- This statistic identifies the total number of VBA benefit claims received each week related to PACT Act.
- This statistic identifies the number of VBA benefit claims completed each week related to PACT Act.
- This metric identifies the average number of days it takes VBA to process a PACT Act-related benefits claim.
- This statistic identifies the current number of VBA benefit claims with one or more PACT Act-related conditions that have been pending for 125 days or less.
- This statistic identifies the number of VBA benefit claims with one or more PACT Act-related conditions that have been completed in 125 days or less.
- This metric identifies the average number of days it takes VBA to process a Non-PACT Act-related benefits claim.
- This statistic identifies the current number of pending VBA benefit claims with one or more Non-PACT Act-related conditions less than 125 days old.
- This statistic identifies the cumulative total of VBA benefit claims received since August 10, 2022, which are not related to the PACT Act.
- This statistic identifies the cumulative total of VBA benefit claims completed since August 10, 2022, which are not related to the PACT Act.
- This statistic identifies the unique number of Veterans and Survivors who have filed a PACT Act benefit claim which VBA processed to completion.
- This metric identifies the unique number of Veterans who filed a PACT Act benefit claim which VBA processed to completion.
- This metric identifies the unique number of Survivors who filed a PACT Act benefit claim which VBA processed to completion.
Most Frequent Denial Reasons

- Total Pending PACT Act Related Claims with Partial Decisions
- Top 5 Most Frequent Conditions on PACT Act Related Claims

Reminder: Stewardship information will be included in every other issue of this dashboard publication (or when updated data is available).

DEPARTMENT OF VETERANS AFFAIRS | VA PACT ACT PERFORMANCE DASHBOARD | ISSUE TWENTY-EIGHT—MARCH 01, 2024